



Conference Registration Guide

Ontario-Quebec Statistics & Control Meeting

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Overview

The [Registration Website](#) is where you will register for your event, book your overnight accommodation and pay for your stay. This manual provides a detailed list of instructions on using the registration portal. If you are confused on a section, please refer to the Table on Contents to find the specific step you wish to see. Throughout this process, **please do not press refresh or go to the previous page**. If you wish to correct your booking, please use the GO BACK button and the bottom of the page when it is available. To restart your registration process, please press the McMaster Housing & Conferences logo at the top of the screen.

Getting Started

Visit the [Registration Website](#) and create an account by clicking **“Create one here”**. Even if you have a MacID, you must first create an account on our platform. Once you have created your account, then you will be able to login using either your MacID Login or Guest Login.

create one here'. The 'create one here' link is highlighted with a red box. Below this text are two dark blue buttons: 'MacID Login' and 'Guest Login'. At the bottom of the page is a dark blue footer containing the text 'Powered by StarRez - © 2024 StarRez Inc.' and a link for 'Terms of Use & Privacy Policy'."/>

McMaster University

Housing & Conference Services

Welcome to the McMaster Conference & Event Services Registration Portal

If you have a MacID or a guest account please log in using an option below. If you do not have a guest login you can [create one here](#)

MacID Login

Guest Login

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Next, press the **General Registration** button.

McMaster University | Housing & Conference Services

☰ [General Registration](#) [Event Tickets](#) [Photography Requests](#) [Student Summer Accommodations](#) [Log Out](#)


Welcome Nahrain Hanna to the McMaster Conference & Event Services portal.
Please select an option from the navigation bar above.

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Search for your Event/Group

Next, type in your special event group code which is **OQSCM2025**.



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[General Registration](#) [Photography Requests](#) [Student Summer Accommodations](#) [Log Out](#)

Search for your Event/Group

Do you have a special group code? Please enter it below to proceed. If you're unsure please consult with your event planning team.

Event/Group Code

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Personal Information

Now a page will appear that asks you to fill out your contact information along with general questions regarding your registration details. After confirming these details, press **SAVE & CONTINUE**.



Housing & Conference
Services

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Title

First Name

Last Name

 ⓘ

Email

Phone

Phone Mobile Cell


Overnight Accommodations





After filling out your contact details, a new page will appear that shows available rooms and dates of availability. Please pick your preferred arrival and departure dates. Select your preferred room by pressing **ADD TO CART** followed by the **CONTINUE** button. For the Ontario-Quebec Statistics & Control Meeting conference please find rooms available between **May 26th to May 28th 2025**.

For more information on the room types offered through for your building, please <https://housing.mcmaster.ca/future-residents/rooms/>. **Only the residences mentioned in the registration portal are available to book.**

We also offer [executive-style accommodation](#) with our signature suites, The Marion, The Sassafras.

Find rooms available between:

Mon, 26 May 2025  Wed, 28 May 2025  2 nights

| | |
|---|---|
|  |  |
| 2  | 2  |
| Calculate Total | Calculate Total |
| Room Type: 1 DOUBLE-OCCUPANCY ROOM WITH PRIVATE ENSUITE WASHROOM (2 twin beds, 1 washroom) | Room Type: 1 DOUBLE-OCCUPANCY ROOM WITH PRIVATE ENSUITE WASHROOM (2 twin beds, 1 washroom) |
| Building: Les Prince Hall | Building: Les Prince Hall |
| Maximum Occupancy: 2 | Maximum Occupancy: 2 |
| ADD TO CART | ADD TO CART |

Guest Expectations

The Guest Expectations page will now give you the opportunity to review the Guest Expectations agreement. You are required to agree to these terms and conditions by entering your Guest Login username at the bottom of the page.



All guests are required to read the **Guest Expectations** below. At the end you will need to agree to the **Guest Expectations** by completing the field at the bottom of this page.

The screenshot shows a mobile-responsive page titled "GUEST EXPECTATIONS" with the McMaster University logo. The page is divided into four sections:

- Section 1: Arrival & Departure Procedures**
 - A. Check-in/Check-out Times
 - B. Identification Requirement
 - C. Deposit Requirements
 - D. Cancellation Policy
 - E. Final Payment
 - F. Late Arrival/Early Departure
 - G. No-Show Policy
- Section 2: Your Stay!**
 - H. Visitor Policy
 - I. Parking
 - J. Health, Safety & Sanitation-Housekeeping
 - K. Luggage and Storage
 - L. Quiet Hours
 - M. Special Requests
 - N. Emergency Contacts
- Section 3: Miscellaneous**
 - O. Keys & Building Access
 - P. Lost & Found
 - Q. Amenities
 - i. Room Inventory
 - ii. Internet
 - iii. Laundry Facilities
 - iv. Mail
 - v. Fridges
- Section 4: Rules, Regulations, and Policies**
 - R. Tobacco and Smoke-Free Campus
 - S. Cannabis Policy in Accommodations
 - T. Alcohol Policy
 - U. Minors in Accommodations
 - V. Pet and Service Animal Policy
 - W. COVID-19 Policies
 - X. Prohibited Items


At the bottom of the page, there is a form with the heading "Section 1: Arrival & Departure Procedures" and sub-heading "A. Check In/Out Times". The text below reads: "Check-in time" is any time after 4:00 p.m. (16:00) on the scheduled day of arrival until 4:00 p.m. (16:00) the following day where the guest may choose to retrieve their keys to their assigned bedroom. If another time is agreed upon in the confirmation email, the email will be the final.

Please enter your MacID to proceed to express your agreement to the guest expectations.

SAVE & CONTINUE

Shopping Cart Preview

You will now be taken to the Shopping Cart Preview where you will see the balance owing (full reservation amount due at time of booking – non-transferable/non-refundable). If you wish to make a change to your shopping cart list, please click the **REMOVE** button. It will clear your cart entirely and if you wish to restart the registration process, click the **McMaster Housing & Conference Services** logo.



Housing & Conference Services

[General Registration](#) | [Photography Requests](#) | [Student Summer Accommodations](#) 09:46 Log Out

Please note the description below is the label of the charge in the Housing & Conference Services System.

The fee you are paying for is a ****.

Accepted credit card types are MasterCard, American Express or Visa.

Visa-Debits are not accepted.

| Item Description | Unit (\$) | Qty | Sub-Total (\$) | Tax (\$) | Total Amount (\$) | Remove |
|-----------------------|-----------|--------------------------------|----------------|---------------|-------------------|------------------------|
| Accommodation Deposit | \$10.00 | - | \$10.00 | \$1.30 | \$11.30 | |
| RLAC Rent 01 Daily | \$18.67 | <input type="text" value="1"/> | \$18.67 | \$0.00 | \$18.67 | REMOVE |
| | | | Total: | \$1.30 | \$29.97 | |

[PAY NOW](#)

[Terms of Use & Privacy Policy](#)

Payment

The Payment page will now appear where you will provide your payment information. Please refer to the website to see all available methods of payment we offer. **If you wish pay through chartfield, please include it in the section asking you to provide one.** If you are not using a chartfield, please leave the space blank.

The screenshot shows a 'Checkout' page with a white background and a dark red header. At the top, there are logos for various payment methods: VISA, Mastercard, American Express, Discover, JCB, UnionPay, and VISA DEBIT. Below the logos, there are input fields for 'Cardholder Name', 'Card Number', 'MMYY', and 'CWV (?)'. A 'Billing Address' section follows with an 'Address Line 1' input field.

Once you have finished submitting your payment information, a text will appear that says **Transferring...** **Please do not refresh your page – wait for the following page.**

After the payment has been processed, a page will appear that will complete your registration process as well as information on our refund policy.

Registration Complete
Your payment was successfully processed.

You can review the Item(s) you paid for below, as well as your receipt number and other important details. You may want to print this page for future reference.

Payment ID: 128064
Full Name: [REDACTED]
Transaction Date: 2023-06-01 11:53:59
Invoice Number: [REDACTED]

Items Paid
Please ensure you check the email you registered with (otterse@mcmaster.ca) for a confirmation.

| Item Description | Sub-Total (\$) | Tax (\$) | Total Amount (\$) | Status |
|---|----------------|----------|-------------------|---------|
| illum 2023 - illum 2023 Executive & Volunteers - Accom @ Peter George Ctr | \$77.00 | \$10.01 | \$87.01 | Success |
| Total: | | | \$87.01 | |

Refund Policy
Note: All bookings made as part of illum 2023 are non-refundable and non-transferable.

Confirmation Email

A confirmation email will be sent to the email you used to login for registration. If you cannot find it, please look in your "Junk Folder". The email appears as so:

Confirmation Email



McMaster Conference and Event Services <reserve@mcmaster.ca>
To ● Otterspoor, Erin



Caution: This email may have originated from outside the organization. Please exercise additional caution with any links and attachments.

Hello Erin Gardner,

Confirmation ID: 111040

Payment ID: 128064

Full Name: Erin Gardner

Transaction Date: 2023-06-01 11:53:59

Invoice Number: 1685634842aKTCwZSLD33AvBr

paragraph between receipt & signature

Sincerely,

The Conference & Event Services Team

We look forward to you staying at McMaster and hope you enjoy your experience here!